

7 February 2020

Dear Parent/Guardian

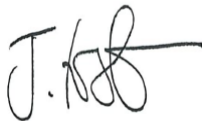
Bag replacement

We have been working with our supplier over the past few months to resolve the quality issues that we experienced with the school bags. We would like to thank you for your continued patience and are pleased to announce that we have now identified a replacement bag, which is of a better quality than the previous bags. The bags were rigorously tested by a group of students across the year groups and feedback has been positive.

We are unable to issue any refunds of the initial purchase price of the bags; however, we would like to offer you the possibility of a replacement bag at no additional cost. If you have returned your damaged bag to us and would like us to provide a bag for your child, please can you complete the slip below and return this to Student Services by **Friday 14 February**. Please note that we will be placing an order over half term and will be unable to process any requests after this date.

Once again, thank you for your continued patience and apologies for any inconvenience you or your child have experienced as a result of this issue.

Yours sincerely



Mrs J Foster
School Business Manager

Request for a replacement bag

Please return to Student Services by Friday 14 February

I would like to request that a replacement bag is provided to my child:

Name of Student _____

Tutor Group _____

Signature _____

Print Name _____